

FRAMEWORK FOR E-SERVICE MANAGEMENT

ABSTRACT OF THE DISCLOSURE

5 An eService management framework is described that ensures quality of eService
based on both the knowledge about the business process model of an e-service and the
knowledge about the infrastructure that supports the e-service. In this framework,
multiple local service management systems are deployed, each of which manages a part of
the infrastructure to ensure the performance of a local system and then reports
10 corresponding performance status of each local system to a dispatcher. Based on the
performance status information routed through the dispatcher stored in the global data
repository by the local service management systems, a global eService management
ensures the quality of the eService by managing the infrastructure based on the business
process model of the eService.

15